



## **HUMAN RESOURCES OFFICE U.S. EMBASSY DHAKA**

# **VACANCY ANNOUNCEMENT**

### **RE-ADVERTISEMENT**

**ANNOUNCEMENT NUMBER – 11 – 045B**

**OPEN TO:** All Interested Candidates/All Sources  
**POSITION:** Visa Information Assistant, FSN-8; FP-6  
(Salary approx. Tk. 48,058 per month)

**OPENING DATE:** March 19, 2012

**CLOSING DATE:** April 2, 2012 (before 4:30 p.m.)

**WORK HOURS:** Full-time; 40 Hours/5 days per week

**NOTE: ALL ORDINARILY RESIDENT (OR) APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**

The U.S. Embassy in Bangladesh is seeking applications for the position of **Visa Information Assistant** for its Immigrant Visa (IV) Unit at the Consular section.

**BASIC FUNCTION:** The incumbent is one of the four immigrant visa (IV) unit information assistants and is responsible for answering correspondence and enquires concerning all categories of immigrant visas. S/he answers regular and complicated public inquiries concerning immigrant visas by e-mail, telephone and on a walk-in basis. S/he executes all procedures associated



with the processing and printing of immigrant visas, performs important fraud detection functions and other duties as assigned.

## **MAJOR DUTIES AND RESPONSIBILITIES:**

### **A. Visa Information Services**

Serves as the IV Unit's principal interface with the public including American citizen petitioners, beneficiaries, attorneys, employers, and other interested parties. Fields a significant number of inquiries regarding the status of specific cases in all categories of immigrant visas, including Immediate Relative, Family Preference, Diversity Visa and employment-based visas. Responds to inquiries in person, by mail, e-mail, or by telephone in both English and Bengali using form templates and individually drafted correspondence. Demonstrates a strong grasp of the relevant elements of the Immigration and Nationality Act (INA), including Patriot Acts and Child Status Protection Act, and is able to explain these laws as they apply to individual cases to the public. Consults with the IV supervisor or adjudicating officers on very complex cases, if necessary. Ensures that all written correspondence on immigrant visa issues is answered in a timely and responsive manner. Responsible for the prompt delivery of mass mailings and prompt response to Congressional inquiries.

### **B. Immigrant Visa Processing and Production**

Executes all procedures associated with the processing and printing of IV applications, including fraud screening and detection, photo-capturing, finger scanning, applicant pre-screening, security clearance processing, printing of approved visas and passport pass back to applicants. Responsible for following correct Departmental Standard Operating Procedures for all types of visas. Must possess a thorough knowledge of all IV-related computer and filing systems. Controls visa processing and production related functions. Additionally, assembles IV and DV packets per DHS rules and regulations and delivers these to the applicants along with appropriate instructions as required. Must maintain IV visa files accurately, as well as quickly retrieving cases for fingerprint and interview and filing cases that have been fingerprinted, interviewed and refused. Completes all assigned tasks with a high degree of accuracy and within prescribed time deadlines. Possess a detailed working knowledge of the pertinent regulations and procedures for all types of cases handled by the IV Unit. Also responsible to follow the correct Departmental Standard Operating Procedures for infrequently seen specialized Immigrant Visa cases of I-130 Petitions, Special Immigrant Visas (SIV), Returning Residents (SB1), Employment-based Follow-To-Join (I-824) cases,



IV Waivers and Adoptions. Processes unusual or complex immigrant visa cases and makes recommendations to the IV supervisor and adjudicating officers.

### **C. Assistance and Support to Adjudicating Officers**

Serves as an interpreter for American adjudicating officers during visa interviews on a daily basis. Serves as the initial screen to detect visa fraud, including impostors and false documents. Using his/her in-depth knowledge of Bangladeshi society, economy, political environment and cultural norms, incumbent alerts the adjudicating officer to evidence of documentary, identity, age, or relationship fraud or unusual circumstances. Draws on in-depth knowledge of local culture and customs to help the Officer understand cases in their social and economic context.

### **D. Direct Customer Service**

Provides applicants and their families with information concerning requirements and procedures for applying for all types of visas processed by the section. Prescreens IV cases, independently advises applicants of supplementary documents required when necessary, and alerts the IV supervisor and adjudicating officers with respect to missing documents and to cases requiring special handling or attention. Assists applicants in obtaining and completing requisite application forms and documents; and makes recommendations concerning applicant readiness for visa interview. Advises applicants with respect to U.S. immigration formalities after their admission to the U.S.

### **QUALIFICATIONS REQUIRED:**

- 1. Education:** Bachelor's degree in Arts, Commerce, or Science is required. *(You must attach a copy of your bachelor degree certificate along with your application form.)*
- 2. Language Proficiency:** Level IV (Fluent) speaking/reading English and Bangla is required. Able to serve as interpreter for English speaking colleagues. English and Bangla language proficiency will be tested.
- 3. Prior Work Experience:** Minimum two years of consular experience is required.
- 4. Knowledge:** Understanding of Bangladeshi culture and social environment, knowledge and ability to effectively explain complex visa policies and procedures to seniors, peers, subordinates and to the visa applicants is required.



**5. Skills and Abilities:** Must be able to perform duties effectively and tactfully in a high pressure workplace, demonstrated well developed team skills and contribute to a collegial work environment, possesses excellent interpersonal skills. Ability to use sophisticated consular software, e.g. NIV, INK, IVO and CCD.

### **SELECTION PROCESS:**

When fully qualified, US Citizen Eligible Family Members (USEFMs) and US Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in their application.

### **ADDITIONAL SELECTION CRITERIA**

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

### **TO APPLY:**

Interested candidates for this position must submit the following for consideration of the application:

1. Form DS-174, "Universal Application for Employment as a Locally Employed Staff or Family Member" (UAE). **This form must be completed**



**in English.** You may fill in the answers on a computer and print it, or print a blank copy and fill it out by hand.

### [Application Form](#)

2. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional US Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.

3. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

**All Bangladeshi applicants must complete the application form & must attach the following documents; if you do not attach the below mentioned documents, your application will not be considered complete, therefore, will not be processed further:**

- I) **A passport size photograph (taken within six months),**
- II) **A copy of Passport or Voter ID or Driver's License, and**
- III) **A copy of educational or trade school certificate as required.**

**Inaccuracies, omissions or false statements may be cause for disqualification or termination of employment. Information given on the application may be verified at any time.**

### **SUBMIT APPLICATION TO:**

Human Resources Office

Attention: HRO

Address: Embassy of the United States of America  
Madani Avenue, Baridhara  
Dhaka – 1212

**All candidates** must submit the Universal **Application for Employment form** DS-174 either by regular mail (postal service) **or**, deliver by Hand to the South barrier of the U.S. Embassy. **Please do not send applications via fax.**



Blank application forms are also available at the South barrier of the U.S. Embassy (near the Nepal & Vatican Embassy) and at our internet website at <http://dhaka.usembassy.gov/>

### **POINT OF CONTACT:**

Human Resources Assistant

Telephone # 885-5500 (between 10am to 11am Sunday thru Thursday)

### **DEFINITIONS:**

1. **Eligible Family Member (EFM):** An individual related to a US Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in 3 FAM 1610);
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling
- is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **US Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
  1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or



2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

5. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).



NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. **Ordinarily Resident (OR)** – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).

**CLOSING DATE FOR THIS POSITION: April 2, 2012**

**NOTE:** *“Members of the same family (father, mother, spouse, child, brother, sister, uncle, aunt, first cousin, niece, nephew, grandparent or grandchild, in-laws or step-relatives) will not be employed at the same time in the same agency unless it is in the best interests of the Mission and approved by the Director of the agency involved. In no case will family members be employed in the same working unit of an agency.”*

***The US Mission in Dhaka provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.***

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Cleared by:

HRO: x  
CONS: x  
FMO: x  
MGT: x